

Bideford Minor Injury Unit - Friends and Family Test - Jan-17 to Mar-17

Adult FFT card question: *How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

Children and young person's FFT card question: *Would you tell your friends that this is a good service to come to?*

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

The Trust's target 'Would recommend' score is 75%

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jan-17	14	100.0	0.0	0.0

Feb-17	1	100.0	0.0	0.0
Mar-17	3	100.0	0.0	0.0

Qualitative Feedback

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Month	Friends and Family Test response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Jan-17	Extremely Likely		C. was extremely helpful & reassured me & made arrangements for me to have an immediate appointment at health centre.		Service was excellent.				
2	Jan-17	Extremely Likely		Helpful advice over the phone followed by visit. Prompt, efficient service. Friendly but not over-familiar staff. Very satisfied. Ok environment.		Tell more people how good you are!	Male	Over 65	White British	
3	Jan-17	Extremely Likely		Quick.		Free parking.	Female	16-25	White British	

4	Jan-17	Extremely Likely		Excellent attention given with care. Thanks.						
5	Jan-17	Extremely Likely		Good, quick response.			Male	36-45	White British	
6	Jan-17	Extremely Likely		Very fast, very thorough, kind, made us feel at ease.		Not at this moment. What was received was 100%.	Male	46-55	White British	
7	Jan-17	Extremely Likely		I have nothing but praise for this hospital and wish that Barnstaple was as good.		No - just keep doing what you are doing!	Male	Over 65	White British	
8	Jan-17	Extremely Likely		Very helpful, great service.						
9	Jan-17	Extremely Likely					Male	46-55	White British	
10	Jan-17	Extremely Likely		Prompt & professional service.			Male	Over 65	White British	
11	Jan-17	Likely					Male	36-45	White British	
12	Jan-17	Likely		Good service.		Reduce waiting time.	Male	Under 16	White British	
13	Jan-17	Yes	Patient	Because of the excellent and friendly help of the staff.	The excellent advice.	Nothing.	Male		White British	
14	Jan-17	Yes	Parent/ Guardian/ Carer	They are friendly, efficient and hardworking no matter whether quiet or stretched to their limits.	Quick, friendly & efficient.	Nothing. It would be sacrilege to shut or have cuts at the hospital. It is an invaluable and often life-saving hospital. We don't need cuts. If it ain't broke, don't fix it.	Female		White British	
1	Feb-17	Extremely Likely		Very professional, considered. Good at reception. Seen very quickly. Excellent treatment.		Keep it open & here in Bideford.		56-65	White British	

1	Mar-17	Extremely Likely		The staff are extremely efficient, friendly and professional. I had a good experience despite being in pain.			Female	Over 65	White British	
2	Mar-17	Extremely Likely		Care good! Could not get appt. with GP or anyone. Unit needs to be kept at Bideford!!				56-65	White British	
3	Mar-17	Extremely Likely		My first time accessing Bideford A&E. MIU staff from point of access to seeing SNR medic excellent. Being of an age this department would be a huge loss to local community & rural residents.		Keep it open.		56-65	White British	